

TC



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September 20, 2007

**Beth A. O'Donnell, Executive Director**  
Public Service Commission of the Commonwealth of Kentucky  
211 Sower Boulevard  
Frankfort, KY 40602-0615

**RECEIVED**  
SEP 21 2007  
PUBLIC SERVICE  
COMMISSION

**RE: Customer Education Plan for New 364 Area Code**

This letter lists Coalfields Telephone Company's (CTC) education plans for the new 364 area code in western Kentucky, pursuant to Case Number 2006-00357.

CTC plans to perform the following 3 tasks to educate our customers of the new 364 area code:

- \* We will include a bill message for all customers informing them of the new 364 area code. A sample of the bill message is attached.
- \* We will email each of our internet customers informing them of the new 364 area code.
- \* We will post information on our website pertaining to the new 364 area code. Also, the bill message and email messages sent to customers will include a reference to the information on our website.

If there are any questions concerning our education efforts, please call me at **606-479-6254** or [jcamp@mis.net](mailto:jcamp@mis.net) or **John Schmoldt** **606-479-6242** or [Schmoldt@mis.net](mailto:Schmoldt@mis.net).

Sincerely,

**James Campbell, CFO**

Cc: John C. Schmoldt, Director of Operations

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## Important Information About Your Service

### **NEW AREA CODE IN WESTERN KENTUCKY**

Effective April 1, 2008, western Kentucky will begin using a new area code. The new area code is “**364**” and will be used in the far western part of Kentucky. Some of the cities to utilize the new area code are Paducah, Henderson, Hopkinsville, Madisonville, and Murray. The area known as the “Land Between the Lakes” will also utilize the new area code.

The need for the new area code is due to the rising demand for new telephone numbers. A 6-month transition period where both the current area code of 270 and the new area code of **364** can be used will begin on April 1, 2008. However, beginning on October 1, 2008, the new area code of **364 must be dialed**.

For more detailed information on the new area code in western Kentucky, visit our website at [www.coalfields.net](http://www.coalfields.net) and click on “Area Code Changes for western Kentucky”.

**SAMPLE**